

For U.S. travel agency assistance or related questions and information,  
please call our Reservations Department at 800-367-5320

## Travel waiver guidance

Full details about each travel waiver will be shared in the pages following.

Active Travel Waivers as of: **September 1, 2023**

Schedule changes will run through your respective GDS, and guests will be auto protected and re-accommodated on alternative flights, however guests will be provided with alternative options to choose from. Please refer to the policies associated to network schedule changes and suspensions [here](#).

## Ticket re-issue

- Tickets must be re-issued using electronic tickets showing revised itinerary.
  - Guests must arrive kiosk-ready for HA and for all partners.  
**Note: Do NOT use the word "INVOL" or anything similar anywhere on the ticket.**  
**An ADM will result if INVOL is shown.**
- When fare re-calculation is not required:
  - Do not re-price the ticket.
  - Revise the fare calculation only to show the new itinerary.
  - Retain original fare basis codes, fare component amounts, fare break points and taxes.
  - No fees or additional collections apply.
  - No partial refunds apply.
- When fare recalculation is required, all standard procedures apply.
- Endorsement box must show waiver code.

## Travel Waiver for Maui Travel due to Fires.

Active starting September 1, 2023, waiver#23-13 replaces expired travel waiver 23-09

A new travel waiver is available for guests traveling to/from Kahului (OGG) between Aug. 9 – Oct. 18, 2023, and have purchased their tickets on or before Sept. 1, 2023. All tickets issued by travel agency partners must include the following waiver codes noted in the Endorsement/Waiver Box of the ticket and the PNR.

## Flights for travel to/from Kahului (OGG) on HA and HA\* flights for departure dates August 9, 2023 – October 18, 2023

Required waiver code entry for tickets plated on HA (173) ticket stock.

Endorsement/Waiver Box	PNR SSR Field
WV2313 MAUI FIRE WX	SSR OTHS/SW23 WV2313 MAUI FIRE WX

Impacted Travel Dates & Routing	Option 1		Option 2	
	Waiver of Fare Difference		Travel Credit	
<p>For Departure Dates August 9, 2023, to October 18, 2023, and for travel to/from Kahului (OGG) on HA and HA* flights</p> <p><b>**Refund no longer offered**</b></p>	Fare Difference (Add Collect)	Waived	<p>Customers have the option of cancelling their trip and keeping their ticket value as a travel credit for future use.</p>	
	Any other Fees related to change or customer servicing	Waived		
	Rebooking Cabin	Same compartment (MC, BC, FC)		
	New Eligible Itinerary	To/from Kahului (OGG), Honolulu (HNL), Kona (KOA), Hilo (ITO), and Lihue (LIH)	Ticket Validity	One (1) Year from the original ticket issue date
	Applicable Travel Dates: Customers traveling to/from Kahului (OGG)**	Between August 9, 2023, and October 18, 2023		
	Original Ticket purchase Date on or before	September 1, 2023		

\*\*If any travel in the itinerary occurs outside these date ranges the new itinerary is subject to collection of the fare difference.

# Travel Waiver: Network schedule changes and suspensions

Effective August 31, 2023, travel waiver number rev #23-01 (30)

## Flights for any HA flights impacted by the schedule change initiated on August 31, 2023

All tickets issued by travel agency partners must include the following waiver codes noted in the Endorsement/Waiver Box of the ticket and the PNR. Required waiver code entry for tickets plated on HA (173) ticket stock.

Endorsement/Waiver Box	PNR SSR Field
WV2301 (30) SKDCHG	SSR OTHS/SW23 WV2301 (30) SKDCHG

Impacted Travel Dates & Routing	Option 1		Option 2		Option 3	
	Waiver of Fare Difference		Travel Credit		Refund	
Travel on any HA flights impacted by the schedule change on August 31, 2023, and any flights that include HA operated and HA* codeshare flights	Fare Difference (Add Collect)	Eligible for travel up to 2 days before or 2 days after the originally scheduled outbound and return dates. Journey origin and destination must be the same.	Customers have the option of cancelling their trip and keeping their ticket value as a travel credit for future use.		Alternative Flight time	Eligible if booked itinerary is more than 2 hours before or after the original scheduled departure or arrival time
	Routing	Eligible if choose to reroute on their originally scheduled outbound and return dates – the journey origin and destination must be the same.				
	Rebooking Cabin	Same compartment (MC, BC, FC)				
	New Eligible Itinerary	Journey origin and destination must be the same	Ticket Validity	One (1) Year from the original ticket issue date	Routing	Eligible if city origin-destination pair has changed*
	Travel Commence by:	2 days before or 2 days after originally scheduled outbound and return date.			Alternative Flights	Eligible when no alternative flights are available
	Ticket New itinerary on/Before	September 14, 2023			Refund by Date	September 14, 2023

\*Alternative Routings **NOT ELIGIBLE** for Refund: LAX-LIH nonstop who is re-routed LAX-HNL-LIH; LAX/LGB are considered same city; SFO/OAK/SJC are considered same city; HND/NRT are considered same city; KIX/ITM are considered same city.